



STATE OF TENNESSEE  
DEPARTMENT OF GENERAL SERVICES

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GWENDOLYN SIMS DAVIS  
COMMISSIONER

PHIL BREDESEN  
GOVERNOR

**MEMORANDUM**

**TO:** The Honorable Deborah Story, Commissioner  
Department of Human Resources

**FROM:** Gwendolyn Sims Davis, Commissioner

**DATE:** May 27, 2008

**SUBJECT:** Voluntary Buyout Program Planning

Attached is the Department of General Services' Business Justification which includes a narrative containing the business justification for all classifications that the Department has determined eligibility for the Voluntary Buyout Program (VBP). The Business Justification has been broken down by division as follows:

- 321.01 – Administration
- 321.02 – Postal Services Division
- 321.04 – Property Utilization Division
- 321.06 – Motor Vehicle Management Division
- 321.07 – Property Services Management Division
- 321.09 – Printing and Media Services Division
- 321.10 – Purchasing Division
- 321.17 – Records Management Division
- 321.18 – Warehouse Administration Division
- 321.19 – Comprehensive Food Services Division

Should you have any questions concerning the document, please let me know.

Gwendolyn Sims Davis  
Commissioner of the Department of General Services

May 27, 2008  
Date

**DEPARTMENT OF GENERAL SERVICES**  
**321.01 ADMINISTRATION**

**COMMISSIONER'S OFFICE**

**BUSINESS UNIT ONE: COMMISSIONER ADMINISTRATIVE SUPPORT SERVICES**

**Executive Summary**

- The Administrative **Services Assistant 2 Classification** has been identified to participate in the Voluntary Buyout Program.

Commissioner's Executive Office is supported the following positions:

- (1) Executive Administrative Assistant 1
- (2) Administrative Services Assistant 3 and;
- (1) Administrative Services Assistant 2

Administrative support is provided to the Commissioner, Deputy Commissioner, and (3) Assistant Commissioners by these positions.

The duties of the Administrative Services Assistant 2 will be absorbed by the Executive Administrative Assistant 1, and Administrative Services Assistants.

There is no impact to the Commissioner's Executive Office and its ability to provide departmental program services.

**Business Justification and Assessment**

The Administrative Support Business unit provides administrative services the Commissioner, Deputy Commissioner, and (3) Assistant Commissioners. Administrative services include scheduling appointments, providing telephone coverage, processing incoming and outgoing correspondence, preparation of correspondence, ordering supplies, posting leave requests and attendance, processing time sheets, preparation of the Department's Annual Report, processing travel requests and travel claims, performs monthly telephone reconciliations, reviews and verification of DGS divisional telephone charges, file management, implementation of the State Employee Transportation Program "MTA Swipe Card", during Legislative Session; pick up daily legislation for purposes of tracking legislation effecting the department and scheduling meetings with members of the General Assembly.

The Administrative Services Assistant 2 classification has been identified to participate in the Voluntary Buyout Program because the current work load does not support the need for this classification. By equalizing and distributing the administrative support duties to higher classifications that provide advanced knowledge and skills will create efficiency. In addition, some Commissioners in this business unit are more self sufficient in Microsoft Office and GroupWise and require very limited clerical assistance and because with the planned installation of voicemail, and less processing of incoming mail, the demand for administrative services support has decreased. Therefore we are eliminating the position of:

- **Administrative Services Assistant 2**

## **COMMISSIONER'S OFFICE**

### **BUSINESS UNIT: SPECIAL PROJECTS**

#### **Executive Summary**

The Special Projects Business Unit supports DGS Divisions by providing specialized professional services.

- The **Executive Administrative Assistant 1 classification** and **Executive Administrative Assistant 2 classifications** have been identified to participate in the Voluntary Buyout Program. There will be no impact on the program's ability to provide services.

This Business Unit includes one (1) Executive Administrative Assistant 2 position providing professional support services to DGS Motor Vehicle Management Division. There is one (1) Executive Administrative Assistant 1 position that provides professional support services to DGS Postal Services Division and (1) Executive Administrative Assistant 1 position provides professional Services to Property Services Management Division.

#### **Business Justification and Assessment**

DGS Motor Vehicle Management procurement activities have decreased due to improved efficiencies with its internal processes, and the impact on transaction processing to be realized with the implementation of Project Edison, and decreasing service demands from its customers. DGS Postal Services activities such as maintaining rates and tables on the mail management system server as well as download from individual data collection components can be absorbed by existing employees in the postal administration business unit. Duties associated with the Contract Mail Station Post Office are eliminated by virtue of its closure. We are eliminating:

- (1) Executive Administrative Assistant 1 position (Postal) and;
- (1) Executive Administrative Assistant 2 position

## **INTERNAL AUDIT DIVISION**

### **BUSINESS UNIT: LIMITED REVIEWS**

#### **Executive Summary**

- The **Auditor 2 Classification** has been identified to participate in the Voluntary Buyout Program.

The Internal Audit Division performs independent objective reviews of operations designed to determine what internal controls and procedures are working well and what controls and procedures are not working well. Our limited reviews are performed in order to help division directors see areas where they can improve operations. With the addition of a policies and procedures officer and streamlining some other areas, one auditor 2 position could be eliminated with out a significant decrease in the performance of limited reviews.

#### **Business Justification and Assessment**

During the past seven (7) months, the division has taken several steps to streamline the limited review area. The Internal Audit Division determined that it is the responsibility of each division to perform monthly cell phone reviews. Our responsibility will be limited to periodically following up with each division to ensure that these reconciliations are being performed. We also began the process of automating our current processes to make the limited reviews more efficient. On February 15, we hired a policies and procedures officer to review each division's current policies and procedures. With taking the above steps, the Internal Audit division should be able to continue to review high risk areas in a timely manner. Therefore we are eliminating:

- **(1) Auditor 2 position**

## **OFFICE OF ADMINISTRATIVE SERVICES (FINANCIALS)**

### **BUSINESS UNIT: SECRETARY SUPPORT**

#### **Executive Summary**

- The **Secretary Classification** has been identified to participate in the Voluntary Buyout Program.

Because of improved efficiencies gained with its internal processes, and the impact on transaction processing to be realized with the implementation of Project Edison, there is an excess of administrative support staff to provide services to its customers. There is no impact to the business unit with the elimination of this classification.

#### **Business Justification and Assessment**

Financials has two (2) administrative support staff positions, Secretary and Administrative Services Assistant 4, to assist the OAS staff with providing service to the department's twelve programs. These administrative duties can be shared among section supervisors and a smaller administrative staff without impacting service delivery to the department. Therefore we are eliminating:

- **(1) Secretary position**

## **OFFICE OF ADMINISTRATIVE SERVICES (FINANCIALS)**

### **BUSINESS UNIT: FINANCIAL MANAGEMENT**

#### **Executive Summary**

- We have identified the **Accounting Technician 1 and Accounting Technician 2 Classifications** to participate in the Voluntary Buyout Plan.

Because of improved efficiencies gained with its internal processes, and the impact on transaction processing to be realized with the implementation of Project Edison, there is an excess of accounting financial management staff to provide services to its customers.

#### **Business Justification and Assessment**

In the Financial Management Unit there are six (6) Accounting Technician 1 and six (6) Accounting Technician 2 positions. These various financial management functions can be shared among a smaller group of professionals without impacting service delivery to the department. Therefore we are eliminating:

- **(1) Accounting Technician 1 position**
- **(1) Accounting Technician 2 position**

## **GOVERNOR'S OFFICE OF DIVERSITY BUSINESS ENTERPRISE**

### **BUSINESS UNIT ONE: ADMINISTRATIVE SUPPORT CERTIFICATION**

#### **Executive Summary**

- We have identified the **Administrative Services Assistant 2 Classification** in the Administrative Support Certification Business Unit for participation in the Voluntary Buyout Program.

A numbers of services provided by this business unit can be absorbed by another business unit. This business unit provides clerical/administrative support to the office. Tasks include review and processing of applications for certification, entering data into a database, preparing correspondence and facsimile, contacting businesses requesting information or documentation relative to consideration for certification and daily office duties such as processing mail,

answering phones and ordering supplies. This unit is staffed by two (2) Administrative Services Assistant 2 positions.

#### **Business Justification and Assessment**

The workload of this business unit may be reduced by transferring the responsibility for review of applications for certification and subsequent request for information and documentation to the Diversity Business Liaison Business Unit. Applications will be assigned according to the type of products or services provided by the prospective candidate for certification as a minority or woman owned business or small business. This reduction in workload will facilitate elimination of:

- **(1) Administrative Services Assistant 2 position**

### **GOVERNOR'S OFFICE OF DIVERSITY BUSINESS ENTERPRISE**

#### **Business Unit Two: Diversity Business Liaisons**

##### **Executive Summary**

- We have identified the **Administrative Services Assistant 5 Classification** in the Diversity Business Liaison Business Unit to participate in the Voluntary Buyout Program.

Services provided may be streamlined by a business process change. The Diversity Business Liaison Business Unit assesses a diversity business' readiness to compete for contracts to provide goods and services to the State of Tennessee. Those who are determined to have the capabilities needed to provide such goods and services are matched with available procurement opportunities from state agencies. Liaisons also foster increased participation by minority owned, woman owned and small businesses by attending prebid and pre-proposal conferences and working with procuring agencies to eliminate any barriers to such participation. They also report and track the level of participation by diversity businesses. One (1) position is utilized exclusively to process applications for certification. This unit is staffed by three (3) Administrative Services Assistant 5 positions.

#### **Business Justification and Assessment**

The workload of this unit may be streamlined by decentralization of the certification process by allowing all Diversity Business Liaisons to certify qualifying businesses who are applying as a small business, are 100% owned by a qualifying minority or woman or possess an existing certification from a recognized organization such as another state, the Small Business Administration an airport authority, etc. Only the most complex applications would be processed by the current Certification Liaison position. Reduction of this employee's workload will enable them to be trained to perform the other duties of the business unit associated with procurement. This streamlined process will allow the unit to be reduced by:

- **(1) Administrative Services Assistant 5 position**

## **DEPARTMENT OF GENERAL SERVICES**

### **321.02 POSTAL SERVICES**

#### **BUSINESS UNIT ONE: CONTRACT STATION**

##### **Executive Summary**

The Postal Services Division operates a USPS Contract Station Post Office on the third floor of the Tennessee Tower. This business unit sells stamps, money orders, certified mail, priority and express mail. This unit is staffed by one (1) Mail Tech 1 position.

- We have identified the **Mail Tech 1 classification** in the Contract Station Business Unit to participate in the Voluntary Buyout Program.

##### **Business Justification and Assessment**

All services currently provided by this business unit are provided by post office branches operated by the United States Postal Service conveniently located throughout Davidson County. Closure of the Contract Station will result in elimination of the following positions:

- One (1) Mail Tech 1 position

#### **BUSINESS UNIT TWO: INCOMING MAIL**

##### **Executive Summary**

The Incoming Mail Unit sorts and delivers U.S. Mail to state agencies in Davidson County. They also pick up outgoing mail from such locations, as well as pick up and deliver interoffice messenger mail. Such services are provided up to three (3) times daily to both state owned and leased buildings.

- We have identified the **Mail Tech 1 and 2 Classifications and the Mail Clerk Classifications** to participate in the Voluntary Buyout Program.

##### **Business Justification and Assessment**

Reducing delivery intervals to all locations to one (1) delivery/pick up per day will more closely resemble the level of service provided to private sector business customers by the United States Postal Service. Eliminating multiple trips to the same locations, discontinuance of delivery of US Mail to agencies occupying leased space in commercial buildings with private sector tenants receiving service from the United States Postal Service and a reduction in the volume of mail handled by the business unit will result in staff reductions. In addition a business process change in the way mail is delivered to the State Capitol will eliminate redundant services. Reduction in overall staffing will result in elimination of one supervisory position. As a result of these business process changes Postal Services can eliminate the following positions:

- Four (4) Mail Clerk positions
- Two (2) Mail Tech 1 positions
- One (1) Mail Tech 2 position

## **BUSINESS UNIT 3: OUTGOING MAIL**

### **Executive Summary**

This unit processes outgoing mail by inserting documents into envelopes, metering the proper amount of postage on letters and flats, pre-sorting by ZIP Code and shipping packages through UPS Ground Service.

- We have identified the **Mail Tech 1 and Mail Clerk Classifications** to participate in the Voluntary Buyout Program

### **Business Justification and Assessment**

Ground Service shipping is available on Statewide Contract. State agencies may utilize this service by establishing an individual account with UPS and arranging for pick up of packages on an as needed basis or specified intervals. Elimination of processing of certified mail will reduce mail volume by 200,000 pieces annually. This service is available at any United States Post Office. As a result of eliminating these services Outgoing Mail can eliminate the following positions:

- One (1) Mail Tech 1 position
- One (1) Mail Clerk position

**DEPARTMENT OF GENERAL SERVICES  
321.04 PROPERTY UTILIZATION DIVISION**

**BUSINESS UNIT ONE: STATE PROPERTY, SURPLUS VEHICLES**

**Executive Summary**

This Business Unit is responsible for receiving all state vehicles declared surplus by a releasing state agency, and properly disposing of such property. Surplus vehicles include passenger cars, light trucks, vans, large trucks and a variety of earth moving equipment such as tractors, backhoes and bull dozers.

- We have identified the **Storekeeper 2 Classification** to participate in the Voluntary Buyout Program.

**Business Justification and Assessment**

There are a variety of administrative functions provided by this business unit that include receiving surplus vehicles, ensuring all title information is verified, providing descriptive information on each vehicle, meeting with state agency and city and county customers to view and drive vehicles, and other similar administrative work associated with record keeping. All these functions are currently being performed by the Storekeeper 2 position. Because this function is not highly technical, the Property Utilization Division has determined that these duties and responsibilities can be shared among other staff without interrupting services. Therefore the Property Utilization Division will eliminate the following position and operate more efficiently.

- **One (1) Storekeeper 2 position**

**DEPARTMENT OF GENERAL SERVICES  
321.04 PROPERTY UTILIZATION DIVISION**

**BUSINESS UNIT TWO: FEDERAL PROPERTY**

**Executive Summary**

This Business Unit works closely with city and county governments (called donees) throughout Tennessee in locating federal property to meet their individual needs. Property can be vehicles of all types, material handling equipment, trailers and mobile homes, and through the Law Enforcement Support Office Program (LESO) weapons of all types, helicopters and armored personnel carriers. All this property is surplus for the Federal Government made available to the states through a single control point and must be coordinated by the Property Utilization Division.

- We have identified the **Accounting Technician 1 Classification** to participate in the Voluntary Buyout Program.



**Business Justification and Assessment**

This Business Unit functions with an Administrative Assistant 2 and 3 and an Account Technician 1 position. The Account Technician 1 position provides for support to this program and is responsible for certifying city and county government participants, and for keeping a wide variety of records pertaining to the federal program. The Account Technician 1 is responsible for all inventory reporting for federal property that has been transferred to the city and county governments (donees), as well as maintaining compliance checks to ensure the donees are properly keeping up with all transferred federal property. All the major duties of this position can be shared by the Administrative Assistant 2 and 3 without interrupting other services. Therefore the Property Utilization Division will eliminate the following position and operate more efficiently.

- **One (1) Account Technician 1 position**

**DEPARTMENT OF GENERAL SERVICES  
321.06 MOTOR VEHICLE MANAGEMENT  
BUSINESS UNIT: CLERICAL SUPPORT SERVICES**

**Executive Summary**

- We have identified the **Clerk 2 Classifications and the Administrative Services Assistant 2 Classifications** to participate in the Voluntary Buyout Plan.

With the impact on transaction processing to be realized with the implementation of Project Edison, and a decrease in demand for service due to the current budget downturn, this business unit has an excess of support staff to provide service to its customers.

**Business Justification and Assessment**

In the Clerical Support Unit, MVM has (4) Clerk 2 positions and two (2) Administration Services Assistant 2 positions to assist the MVM staff with providing service to its customers on a statewide basis. These administrative duties can be shared among a smaller administrative staff without impacting service delivery to state departments and agencies. Therefore we are eliminating:

- (2) Clerk 2 positions
- (1) Administrative Services Assistant 2

**DEPARTMENT OF GENERAL SERVICES  
321.06 MOTOR VEHICLE MANAGEMENT  
BUSINESS UNIT: VEHICLE MAINTENANCE**

**Executive Summary**

- We have identified the **Fleet Supervisor 2 Classification and the Equipment Mechanic 1 Classification** to participate in the Voluntary Buyout Plan.

With the impact on transaction processing to be realized with the implementation of Project Edison, and a decrease in demand for service due to the current budget downturn, MVM has several business units where there is an excess of support staff to provide service to its customers.

**Business Justification and Assessment**

In the Vehicle Maintenance Unit, MVM has the following positions to adequately manage and maintain the State's fleet of vehicles and equipment:

- One (1) Master Mechanic Supervisor 1
- Two (2) Fleet Maintenance Assistant 1
- Three (3) Equipment Service Workers
- One (1) Fleet Supervisor
- Three (3) Fleet Maintenance Assistant 2
- Two (2) Equipment Mechanics 1
- Two (2) Fleet Supervisors 2

These duties will be shared among a smaller staff without impacting service delivery to its customers. Therefore, we are eliminating:

- **(1) Equipment Mechanic 1 position**
- **(1) Fleet Supervisor 2 position**

**DEPARTMENT OF GENERAL SERVICES  
321.06 MOTOR VEHICLE MANAGEMENT  
BUSINESS UNIT THREE: DISPATCH**

**Executive Summary**

- We have identified the **Vehicle Operator Classification** to participate in the Voluntary Buyout Plan.

With the impact on transaction processing to be realized with the implementation of Project Edison, and a decrease in demand for service due to the current budget downturn, MVM has several business units where there is an excess of support staff to provide service to its customers.

**Business Justification and Assessment**

In the Dispatch Unit, MVM has (1) Fleet Maintenance Assistant 2, three (3) Fleet Maintenance Assistant 1, and two (2) Vehicle Operator positions to provide short-term transportation services to state government. These duties can be shared with the smaller staff without impacting services to state government. Therefore, we are eliminating:

- **(1) Vehicle Operator position.**

**Department Of General Services**  
**321.07 Property Services Management**  
**Business Unit 1: Building Maintenance**  
**Executive Summary**

- As a result of the Property Services Management reorganization we have identified the following classifications to participate in the Voluntary Buy Out Program:

**Facility Manager 2 Classification**

**Facility Administrators 1 Classification**

**Administrative Assistant 1 Classification**

**Heating & Refrigeration Mechanic 2 Classification**

**Custodial Worker 1 Classification**

**Building Maintenance Worker 2 Classification**

Property Services Management is responsible for the safety, security and maintenance of Building Campuses throughout the State. In the Nashville area, most buildings have a separate trade's staff and a separate supervisory staff to maintain the buildings. Building services are duplicated and not usually shared. Overall, the process of managing building maintenance is very inefficient, costly and a waste of resources. Outside of the Nashville area building maintenance services are more centralized but still require further refinement utilizing available resources more efficiently.

**Business Justification and Assessment Classification**

Our plan for the Nashville area is to combine the resources of our building trades and supervisors to centralize services and implement a system to address the control of maintenance work by a work order dispatch system and scheduling system. The consolidation of services will result in efficiencies, especially time management, trades staffing and supervision will be significantly reduced lowering costs while service is expected to improve because of the larger pool of workers to draw from especially in an emergency. This plan will result in a reduction of trades and supervision staff. By consolidating the workers into a centralized unit, their time, performance and work can be managed and measured much more efficiently. Less staff will be required to manage the maintenance of buildings through more efficient processes and structure.

As far as the areas outside of Nashville are concerned, although already established centralization, which for the most part is working well, further improvements can be made with the implementation of the above mentioned work order dispatch and scheduling system which is currently not in place. Therefore we are eliminating:

- (1) Facility Manager 2 Position
- (3) Facility Administrators 1 Position
- (1) Administrative Assistant 1 Positions
- (1) Heating & Refrigeration Mechanic 2 Position
- (2) Custodial Worker 1 Positions
- (7) Building Maintenance Worker 2 Positions

### **321.07 Property Services Management**

#### **Business Unit: Executive Residence Building Management**

##### **Executive Summary**

- The **Food Service Supervisor 2 Classification** has been identified for the voluntary buy out program.

The Tennessee Executive Residence utilizes Food Service Assistant Classification and Food Service Supervisor 2 Classification to assist the Chef Manager in the preparation of meals for special events. When these classifications are not preparing meals they assist the Division of Cook Chill Comprehensive Food Program with preparing meals in the test kitchen. These products can be prepared by Comprehensive Food Program Contractor's employees at no charge. There is no significant impact to provide services in this area.

##### **Business Justification and Assessment Classification**

Decreased demand for food services at the Executive Residence result in the elimination of the Food Services Supervisor 2 classification. Adequate supervision of the Food Services Assistant classification can be provided by the Chef Manager. In the event there is a need for additional help in the preparation of meals for special events, the services will be supplemented by an outside catering company on an as needed basis. Therefore we are eliminating:

- **(1) Food Service Supervisor Position**

**DEPARTMENT OF GENERAL SERVICES  
321.09 PRINTING AND MEDIA SERVICES DIVISION**

**BUSINESS UNIT 1: PRINTING, CUSTOMER SERVICE**

**Executive Summary**

This Business Unit operates with a Printing Customer Service Section that meets with state agency customers, writes technical printing specifications, prepares print requests for the production process, procures materials and offset printing supplies, schedules print requests to meet critical delivery dates, and performs inventory control and billing functions.

- We have identified the **Printing Scheduler Classification** and the **Account Clerk Classification** to participate in the Voluntary Buyout Program.

**Business Justification and Assessment**

State agency customers meet with Printing Estimators to review their printing needs, to complete Printing Requests Forms for required printing, and determine the customer's "due date." Printing Estimators then meet with the Printing Scheduler to assign delivery dates based on the needs of the customer as well as the production capabilities of the Printing Division. Because the Printing Estimators know the customer's due dates and have a thorough knowledge of all printing production processes, they can assign due dates and perform other related scheduling functions thereby eliminating the need for a Printing Scheduler. In addition, the Procurement Officer 1 is well versed in all aspects of inventory control because of the constant working together of the Procurement Officer 1 and the Account Clerk. The duties and responsibilities of the Account Clerk are a natural extension of the procurement process. Therefore the function of the Account Clerk can be assumed by the Procurement Officer 1. In order for the Printing and Media Services Division to operate more efficiently, the following positions will be eliminated:

- **One (1) Printing Scheduler position**
- **One (1) Account Clerk position**

**DEPARTMENT OF GENERAL SERVICES  
321.09 PRINTING AND MEDIA SERVICES DIVISION**

**BUSINESS UNIT TWO: PHOTOGRAPHY**

**Executive Summary**

This Business Unit provides a wide variety of photographic services to state agency customers. Photographic assignments are shared by a Chief State Photographer and State Photographer 2 Classification, while a State Photographer 1 Classification provides technical support in downloading images, performing Photoshop techniques to enhance their appearance, and performing digital files management.

- We have identified the **State Photographer 1 Classification** to participate in the Voluntary Buyout Program.

**Business Justification and Assessment**

The Photographic Services Section is a small unit and each photographer has a working knowledge of what each other photographer does. Both the Chief State Photographer and the State Photographer 2 are highly technical and can perform the same duties and responsibilities as the State Photographer 1. With budget reductions the Photographic Services Unit will experience fewer photographic assignments and can be operated efficiently with only two photographers. Therefore, the following position will be eliminated.

- **One (1) State Photographer 1 position**

## **DEPARTMENT OF GENERAL SERVICES**

### **321.10 PURCHASING**

#### **BUSINESS UNIT ONE: ADMINISTRATIVE SUPPORT**

##### **Executive Summary**

The administrative support areas of the Division of Purchasing are comprised of four (4) sections: Vendor Registration, TOPS System Support, Bid Room and Bid Tabulation/Print Processing. Two (2) sections each are under the supervision of two (2) Purchasing Administrator positions.

- We have identified the **Purchasing Administrator Classification** in the Administrative Support Business Unit to participate in the Voluntary Buyout Program.

##### **Business Justification and Assessment**

The TOPS Support Staff will be transferred to the Content Management Business Unit in direct support of the transition to Edison. The remaining three (3) sections of the Administrative Support Business Unit are can be effectively supervised by one (1) Purchasing Administrator resulting in the elimination of the following position:

- One (1) Purchasing Administrator position

#### **BUSINESS UNIT TWO: CORE PROCUREMENT**

##### **Executive Summary**

The Core Procurement Business Unit consists of three (3) teams of Purchasing Agents who perform functions related to processing requisitions, developing solicitation documents, evaluating bids and awarding contracts for goods, materials, supplies, equipment and services. This business unit is staffed primarily with Purchasing Agent 3 positions who perform procurement functions.

- We have identified the **Purchasing Agent 3 classification** in the Core Procurement Business Unit to participate in the Voluntary Buyout Program.

##### **Business Justification and Assessment**

Pursuant to TCA 12-3-210, the Commissioner of General Services has the power, subject to the approval of the Board of Standards, to authorize any and all departments, institutions or agencies to purchase all or any specific types and classes of commodities or services without following the procedures prescribed regarding the requisitioning of such commodities through the Department. Purchasing has identified candidate commodities that can be effectively procured by the using agencies. Reducing the number of procurement transactions that are processed by the business unit will result in the elimination of the following positions:

- Three (3) Purchasing Agent 3 positions



## **BUSINESS UNITTHREE: PROCUREMENT ADMINISTRATIVE SUPPORT**

### **Executive Summary**

The Procurement Administrative Support Business Unit receives, scans, records and files Certificates of Insurance received as a requirement for certain contracts. The unit consists of one (1) Administrative Secretary position.

- We have identified the **Administrative Secretary classification** in the Procurement Administrative Support Business Unit to participate in the Voluntary Buyout Program.

### **Business Justification and Assessment**

The duties related to processing of Certificates of Insurance will be performed by the individual Purchasing Agent for whom the contract is assigned which requires such documents. This business process change will eliminate the following position:

- One (1) Administrative Secretary position

**DEPARTMENT OF GENERAL SERVICES  
321.17 RECORDS MANAGEMENT DIVISION**

**BUSINESS UNIT ONE: ADMINISTRATION SECTION**

**Executive Summary**

This Business Unit supports the overall administrative functions of the Records Management Division. An Administrative Secretary assists in performing a wide variety of clerical and administrative duties including filing and files management, copying, typing reports and some correspondence, transcribing minutes of meetings, some procurement functions, answering the phone, and filling in for other administrative staff.

- We have identified the **Administrative Secretary Classification** to participate in the Voluntary Buyout Program.

**Business Justification and Assessment**

Administrative duties performed by the Records Management Division's Administrative Secretary are non-technical, consisting of a variety of routine administrative functions. Other employees have recently had computer training to enhance their skill levels in both Microsoft Word and Excel training and are not as dependent on this position. In addition, the Records Management Division currently has other employees who can perform these administrative duties without a disruption in normal operating effectiveness. Therefore, the Records management Division will eliminate the following position.

- **One (1) Administrative Secretary position**

**DEPARTMENT OF GENERAL SERVICES  
321.17 RECORDS MANAGEMENT DIVISION**

**BUSINESS UNIT TWO: MICROGRAPHICS SECTION**

**Executive Summary**

This Business Unit provides state agencies with records management services. The Division also provides micrographic services including the transfer of hard copy records to microfilm and digital formats for either long term retention and/ or fast access for digitized images. A small clerical staff operates a variety of cameras, scanners and other equipment to prepare digitized images on disk or microfilm.

- We have identified the **Administrative Services Assistant 3 Classification** to participate in the Voluntary Buyout Program.

**Business Justification and Assessment**

The Administrative Services Assistant 3 position performs all the normal duties associated with supervising a small group of clerical employees. In addition, this position assigns and reviews micrographics output, monitors supply usage and performs quality control checks to verify

accuracy of completed images. This position reports to a Records Manager who can perform the basic supervisor functions of the Administrative Services Assistant 3, as well as other related supervisory duties. Therefore, the Records Management Division will eliminate the following position and operate more efficiently.

- **One (1) Administrative Services Assistant 3 position**

**DEPARTMENT OF GENERAL SERVICES  
321.18 WAREHOUSE ADMINISTRATION**

**BUSINESS UNIT ONE: WAREHOUSE OPERATIONS**

**Executive Summary**

This Business Unit operates a warehouse operation function that includes purchasing a wide variety of materials and supplies from state contracts, and makes them available to state agencies on an immediate, as needed basis. Products inventoried include sundry materials (medical supplies, food services items, hygiene products, paper products, state park products, etc.); copy machine paper of various sizes and colors, janitorial products of all types, telecommunication equipment, child safety seats, Department of Health products and a wide variety of forms and publications. Many of these products are maintained as an immediate source of supply for state agencies.

- We have identified the **Procurement Officer 1 and 2 Classifications and the Storekeeper 1 and 2 Classifications** to participate in the Voluntary Buyout Program.

**Business Justification and Assessment**

Many of the products currently purchased and inventoried by Warehouse Administration are available to state agencies through existing statewide contracts. The Warehouse Administration Division does not have to inventory these products in order for state agencies to operate. State agencies will be able to purchase these items directly from statewide contracts. These items include: sundry materials, copy machine paper, janitorial supplies, telecommunication equipment and child safety seats. Because state agencies will buy these items directly from statewide contracts, the Warehouse Administration Division will eliminate the following positions and operate more efficiently.

- **Three (3) Storekeeper 1 positions**
- **One (1) Storekeeper 2 position**
- **One (1) Procurement Officer 1 position**
- **One (1) Procurement Officer 2 position**

**DEPARTMENT OF GENERAL SERVICES**  
**321.19 COMPREHENSIVE FOOD PROGRAM**

**BUSINESS UNIT: FOOD SERVICES CONSULTANT**

**Executive Summary**

- We have identified the **Food Services Consultant Classification** in the Food Services Consultant Business Unit to participate in the Voluntary Buyout Program

Because the services offered can be alternatively provided by a business process change. This business unit provides development and nutritional analysis of standard menus for the thirty two (32) Receptor sites that purchase food produced at Tennessee Cook Chill. This unit also provides training in food handling and sanitation to state personnel in food service at individual receptor sites. This unit is staffed by one (1) Food Services Consultant position.

**Business Justification and Assessment**

Services currently performed by this business unit can be provided to receptor sites by the current contractor managing and operating the production facility. Contract FA -06-16387-00 currently awarded to Sodexo Management Inc., requires a qualified Dietician to provide menu planning, nutritional analysis, etc. The contract also requires an on-site Quality Assurance Manager who is a certified ServSafe instructor and has a degree in Microbiology. Transition of services to the contractor will result in elimination of:

- (1) Food Services Consultant position